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**Social Care Customer Services
Community Based Services
FREEPOST
Civic Centre
Gateshead
NE8 4HJ**

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Different Formats

This information is available on request
in large print, Braille and on audiotape/CD,
or in a different language.
Phone: 0191 433 3444.

Tell us **YOUR** views on our care services



*From compliments to complaints
we want your views*

NHS and Adult Social Care

We would like to hear your views on our care services

You may want to:

- Compliment someone who has helped you.
- Suggest ways we could do things better.
- Make a complaint.

We want to make sure that the care services we provide are always of a high quality. Sometimes however things may not be done to your liking. If this happens we want to hear from you.

You can make your comment, compliment or complaint:

- Over the telephone.
- In writing.
- In person, to the member of staff you know best.
- By email.
- Or by using the tear off slip on this leaflet.

Our Social Care Customer Services team based in the Civic Centre, checks that any complaint is investigated fairly and thoroughly and makes sure that staff do not investigate complaints about themselves. They are not involved in the day-to-day running of services.

The complaint process is broken down into three stages:

Listening,
Responding and
Improving.

You can contact Social Care Customer Services by:

Phone: 0191 433 2692 (office hrs)

Email:
enquiries.cbs@gateshead.gov.uk

LISTENING

We will listen to:

- What has happened.
- How you or your family have been affected.
- What you want us to do to put things right.

We will:

- Ask you questions so we understand how you have been affected by what has happened.

- Acknowledge your complaint within three working days.
- Tell you when you may expect a reply.
- Keep in touch with you.
- Act quickly.
- Keep your information confidential.

An advocate may be provided to help you.

RESPONDING

When we receive your complaint we will look at the issues you have raised and will consider:

- The severity of your complaint.
- The impact it has had on you or your family.
- How long it may take to investigate.
- How best to respond to you.

The investigating officer will contact you to talk about your complaint and what you want us to do to put things right. We will keep you informed of any delays.

IMPROVING

Complaints are valuable feedback about the services we provide and how we can improve them. We will use your comments, compliments, concerns and complaints to:

- Find out what is working well.
- Find out what is not working so well.
- Find out where there are areas needing improvement.
- Help us to plan the way services could be delivered in future.
- Provide us with information to review our services and procedures effectively.

Once the investigation is complete, we will reply to you in writing telling you:

- What was found.
- What the service is going to do about it.
- Why the decisions were reached.

If you remain unhappy with the outcome of your complaint, you can contact the Local Government Ombudsman.

Are there any other ways to complain?

Yes. You can contact:

- your local councillor;
- your MP;
- a solicitor; or
- The Local Government Ombudsman
PO Box 4771
Coventry
CV4 OEH
Tel: 0845 6021983/024 76821960
Text: 'call back' on 0762 4804323
Email: advice@lgo.org.uk

The Ombudsman will expect you to have gone through the council's complaints procedure first.

If there is anything you want to tell us please complete this section and return the leaflet to us:-

The following details are optional.

Name (Mr/Mrs/Ms) _____

Address _____

Post Code _____

Telephone. No. _____

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